Terms of Business for Non Advised Sales

Provided by: Landlord Mortgages Limited
Arena Offices
100 Berkshire Place
Winnersh Triangle
RG41 5RD

You should use the information provided within this document to decide if our services are right for you.

1) Whose products do we offer?

Insurance

We only offer products from a limited range of insurers for landlords Buildings & Contents insurance and Commercial Buildings & Contents Insurance. Please ask for a list of insurers we offer insurance from. We only offer a product from a single insurer for Legal Expenses & Rent Protection Insurance.

You must take reasonable care to provide complete and accurate answers to the questions we ask you when you take out, make changes to and renew the insurance policy. If in doubt please contact us.

Residential Mortgages

We only offer residential mortgages from a limited number of lenders. Please ask for a list of lenders we offer residential mortgages from.

Pleas note that, where you are increasing your mortgage borrowing although we do not advise on the following finance options these may be available to you and be appropriate:
A second charge
An unsecured loan

Buy to Let Mortgages

We offer a range of Buy to Let Mortgages and Second Charge Buy to Let Mortgages from across the market, but not deals that you can only obtain by going direct to a lender.

Please note that Buy to Let Mortgages are not regulated by the Financial Conduct Authority unless under certain specific circumstances. We will tell you if the mortgage you are applying for is regulated by the Financial Conduct Authority.

2) Which Service will we provide you with?

Insurance

You will not receive advice or a recommendation from us for Landlords Buildings and Contents Insurance, Commercial Buildings and Contents Insurance or Legal Expenses & rent Protection Insurance. We may ask some questions to narrow down the selection of products that we will provide details on.

Mortgages

You will not receive advice or recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

3) What will you have to pay us for this service?

Insurance

A fee for arranging/renewing Landlord Buildings & Contents Insurance. Anychanges/adjustments/duplicate documents/amendments, cancellation to your policy will incur and administration charge of £50.00. We will also be paid commission from the insurer which varies depending on the insurer which varies depending on the insurer and sum insured. You are entitled, at any time to request information regarding the commission we receive.

Mortgages

A minimum fee of £70.00 and a maximum fee of £250 will be payable. We will also be paid commission from the lender which varies depending on the lender and the loan amount.

You will receive a Key Facts Illustration or European Standardised Information Sheet, when considering a mortgage which will tell you about any fees relating to it.

Refund of fees: If we charge a fee, and your mortgage does not go ahead, you will receive a full refund only if the information on the application is a true reflection of your circumstances and the lender subsequently declines the application based on the information.

4) Who regulates us?

Landlord Mortgages is authorised and regulated by the Financial Conduct Authority. Our registration number with the Financial Conduct Authority is 301705. Our permitted business is advising on an arranging mortgages & insurances.

You can check this on the FCA register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768.

5) Communicating

At our discretion and unless we hear from you to the contrary, we may email or telephone you from time to time between the hours of 8 am to 5pm without your prior consent to such contact. We will not do so for the purpose of qualifying credit promotions or marketing unless you have expressly given us permission to do so, or you are an established existing customer. When you transact with Landlord Mortgages, we will send you service and marketing email updates on our products and services but only where we have received your explicit written consent. You can withdraw your consent at any time by contact us in writing by post or email.

All documents will be sent by post to your known last address and shall be sent at your own risk. We will not be responsible for lost documents or any consequences that may arise from any error or failure of the postal system.

You may communicate with us by writing, phoning or sending an email.

6) Verifying Identity

On mortgage applications, we are required by Law to verify your identity. This will be required at the outset of our dealings with you and we will not submit an application for a mortgage product until such verification has been obtained.

7) Data Protection

Landlord Mortgages Limited as a Data Controller will use your information solely for the purpose for which it was provided & in Compliance with Legal Obligations. The legitimate interest for processing the data is to establish, implement and develop a contractual relationship between the data owner and Landlord Mortgages with the consent of the data owner. The data we collect may be used by us, by insurers, mortgage providers and our agents. You have the right to access, rectify, erase data, restrict its use, object to processing and exercise your right to portability of personal data.

Under the Data Protection Act 1998 you have the right, for a fee (up to £10) to ask us for a copy of the information we hold on you, and to have any inaccuracies corrected or removed.

Please refer to our Data Protection & Privacy Policy for further guidance.

8) What to do if you have a complaint?

If you wish to register a complaint, please contact us by phone on 0118 9734771 or in writing to Lee Grandin, Landlord Mortgages - Arena Offices, 100 Berkshire Place, Winnersh Triangle, RG41 5RD

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

9) Are we covered by the Financial Compensation Scheme(FSCS)?

We are covered by the Financial Services Compensation Scheme for regulated mortgages and insurance. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance

Insurance advising and arranging is covered. Further information is available from the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street. London. EC3A 7QU. www.fscs.org.uk

Residential Mortgages

Advising and arranging Residential Mortgages and Consumer Buy to Let Mortgages is covered. Further information is available from the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street. London. EC3A 7QU. www.fscs.org.uk